

Role: Payroll & Benefits Coordinator

Team/Location: People Strategy

Reporting to: Global HR Director / CFO

Job Level: 3

Purpose...

This role is responsible for accurately coordinating the differing outsourced payrolls (approx. 250 employees) as well as benefits and commissions for the global business in line with strict timeframes. Ensuring that all legislative requirements are applied within the remuneration processes for each country of operation.

You will build and maintain strong relationships with managers and employees as well as external partners to successfully deliver your responsibilities. You will take responsibility for administering all the requirements for the pension and benefits provision across the global company.

Supporting managers and the Finance team in calculating and processing commissions and bonuses whilst ensuring that commission schemes are up to date, reviewed and stored appropriately.

You will be...

Highly organised, capable of working in a high-volume work environment and able to deal with multiple deadlines.

A problem solver who is well-informed on current Payroll & Benefits trends and able to make recommendations on how Hemsley can improve its service and products to its employees.

Experienced in coordinating the delivery of multiple payrolls in different territories such as UK, USA and Germany.

A service provider supporting employees to understand differing elements of their pay and answering queries in a positive and timely manner.

Skilled at working in a role that requires the highest level of confidentiality in all tasks and interactions, demonstrating an unwavering commitment to discretion and trustworthiness.

Naturally curious, confident in using your own initiative and eager to adapt to new challenges.

The role is...

- Ensuring that outsourced payroll providers receive payroll inputs/amendments in line with the payroll deadlines and processing calendar for the UK, US and German group entities.
- Ensuring that payroll processes are followed in line with policy and correct sign off is achieved prior to each payroll deadline
- Running the monthly payroll reports through the different HR systems and responding to the payroll emails to create the adjustments required for each payroll monthly and process accordingly.
- Check each territories' payroll file to ensure that all payroll calculations / deductions are processed accurately such as SSP, CMP pensions, loans, court orders and student loans, etc.

- Administering annual leave purchase scheme deductions, making appropriate calculations, and working with HR to ensure appropriate correspondence and approval in line with the Annual Leave Purchase Scheme policy.
- Undertaking necessary manual calculations for ad hoc payments such as loans and employee referrals.
- Responding to queries raised by managers and employees and resolving or escalating to the Global HR Director (Global HRD) or Chief Financial Officer (CFO).
- Ensuring that all employees receive their payslips, P45, P60 (and global equivalents) and any other correspondence in a timely manner.
- Designing and delivering any appropriate reports for the Global HRD / CFO as required.
- Ensuring that all activities are in line with legislation and adhere to company policies and processes.
- Administering the company benefits (Pension, DIS, PHI), ensuring that all appropriate deductions are made to the payroll.
- Administering any salary sacrifice schemes as requested by the employee in line with the benefits policy.
- Administering the Hemsley benefits portal (1HF Plus), ensuring that staff are provided with access to the scheme and providing reporting on utilisation of the scheme including recommendations on how the benefits can be enhanced.
- Liaising with external benefit partners to ensure that the Hemsley benefits provision remains up to date and are administered accordingly.
- Working with the Senior Leadership Team (SLT) to administer any commissions and bonus schemes in line with policy and agreements, ensuring that there are appropriate review and updates undertaken.

You will have...

- A good understanding of payroll legislation including HMRC regulations and procedural requirements.
- Knowledge of varied benefits provisions and experience of administering benefits schemes.
- Excellent verbal and written communication skills.
- Demonstrable experience in understanding payroll procedures and processes.
- Experience of handling international payroll partners within the US and Germany.
- Outstanding trouble shooting skills allowing for swift resolution of payroll queries.
- Experience of dealing with HR / payroll systems.
- A reliable, methodical, and logical approach to executing all payroll & benefits tasks.
- The ability to build and maintain positive working relationships at all levels of the organisation.
- Experience of dealing with 3rd party partners.

- High level of competence in MS office particularly advanced excel skills
- Excellent attention to detail and accuracy in calculations and data entry

Success in the role is...

- Excellent feedback from internal stakeholders
- Focussed, organised approach – forward thinking
- Accuracy – high level of quality output
- Great service to our colleagues
- Demonstration of Hemsley's values

Role specific KPIs

This section is a supplement to the job Role Profile and is intended to set out the performance expectations of the role. Post holders will be responsible for always achieving role specific Key Performance Indicators (KPIs).

Achievement of KPIs on a continuous basis will form part of ongoing performance conversations and will be measured weekly, monthly or quarterly as appropriate. They will also be reviewed formally at quarterly intervals as part of the Performance Enablement process.

KPI	KPI Category (e.g., Customer/ Financial/Internal/Qu ality)	Expectation/Measure	Measurement Frequency (Weekly/Monthly/ Quarterly)	Exceptions
Payroll Accuracy – Ensure accurate payroll files are validated and submitted to outsourced payroll partners and employees are paid within the deadlines set.	Financial	<ul style="list-style-type: none"> 100% payroll adjustments are recorded accurately Less than 5% payroll queries monthly 	Monthly	<ul style="list-style-type: none"> Errors from third party Payroll administered by someone other than the Payroll & Benefits Co-ordinator
Benefits Co-ordination – Administer each Hemsley benefit schemes monthly and ensure the sign-up, and termination are managed appropriately.	Customer	<ul style="list-style-type: none"> Ensuring scheme renewal dates are reviewed and managed accordingly Frequent monitoring of global benefit schemes and recommendations for improvement 	Quarterly	<ul style="list-style-type: none"> Absence
Administer all commissions, bonuses, and other incentives in line with scheme rules and deadlines set.	Quality	<ul style="list-style-type: none"> Adherence to all legal, compliance and regulatory guidelines and governance Ensure commission statements are devised, approval and circulated within the deadlines set 100% accuracy of commission statements Ensuring bonus payments are received within the deadlines set 	Monthly	
Managing employee queries in a timely manner and resolving where possible	Customer	<ul style="list-style-type: none"> First line of contact for all payroll queries Resolution within 12 hours for standard queries and 72 for complex queries 	Monthly	<ul style="list-style-type: none"> Absence